

Developing Training or Written Procedures for Public Contact Staff

Monday September 8, 2003

- I.** Introductions
- II.** Guidelines for Providing Appropriate and Timely Services to LEP Customers
- III.** Developing Bilingual Resources
 - a. Language Identification Card
 - b. Dictionaries
 - c. List of Translated Documents
 - d. List of Certified/Qualified Bilingual Employees
 - e. Internet
 - f. Telephone Interpreter Service
 - g. Translation Services/California Multiple Awards Schedule
- IV.** Identify your agency's bilingual resources to include in your training
- V.** How to present your agency's bilingual resources to public contact employees
 - a. Written Procedures
 - b. On-site Training
 - c. Make Accessible on Department's Intranet
 - d.** New Employee Orientation Packet
 - e.** Provide training every six months/year
- VI.** SPB LEP Customer Service Video
- VII.** Network Omni and Language Line Services Telephone Interpreter service
- VIII.** Training Video on how to use over the telephone Interpreters
- IX.** Include commitment to provide customer service to LEP in Bilingual Services Policy and list bilingual resources you have available for public contact employees
- X.** Questions and Answers